

St. Andrew's Centre

January 2021

From the Office of the Chief Operating Officer

Happy New Year!

As we start a new year my wish for everyone is that you feel a sense of hope and renewed optimism. Together we have faced 10 months of unprecedented challenges and changes that affected many parts of our lives. For many of us this has been one of the hardest years of our lives, isolating from those we love. Watching the world events unfold since last December 2019 when China first reported a mysterious virus in their nation has shaped a journey for our organization that certainly heightened a need to reconcile all relationships and service procedures. I am so grateful that residents and loved ones continue to put their trust in our staff and their endless efforts to do our best work to keep our Centre well, safe, and joyful.

There is no better time than the start of a new year to reflect, reframe and refocus our energy on what makes St. Andrews Centre a high-quality place to call home. It has been so inspiring to see how residents and staff have supported each other through the trials of last year. Together we have partnered in our response to everchanging restrictions, reorganized to provide safe health, wellness plus recreation programming and continue to ensure there are opportunities to connect with each other and the other special people in our lives.

I would like to express my sincere appreciation for all the kind messages, cards, and chocolates the Centre and staff received over the holiday season. Even amid a pandemic, as a community we came together to support each other with many of our residents and staff donating items such as food, toiletries and money to support our wellness cupboard so that all who reside at the Centre could share in Christmas blessings. This is a part of what makes our community a family.

I am humbled to be part of a team that during a pandemic is still able to generate happiness and meaningful interactions within our Centre. Celebrating success has been difficult in this tricky time but it is important to recognize the amazing people that contribute in profound ways through their service to the Centre whether staff, residents, or a volunteer. I am also acutely aware that we are gifted with personable partnerships with outside organizations such as Canada Post- our new mail lady is remarkable and committed to ensuring top notch service for the clients who live within the Centre.

Thank you for your continued shared commitment to assist us in keeping our Centre safe, it is a privilege to serve all who reside, work, and visit the Centre.

Wishing you much joy now and throughout the coming year,

Wanda Beaudoin
Chief Operating Officer



St. Andrew's Centre

January 1, 2021

Dear St. Andrew's Centre Residents:

The Board of Directors, after considerable deliberation, has made a decision to increase the monthly rent by 4% effective May 1, 2021.

A notification of a 3.5% increase effective May 1, 2020 was announced to applicable residents on February 1, 2020. This increase was suspended due to restrictions on rent increases placed by the government during the COVID Pandemic.

While the government restriction was lifted in August 2020, the Board of Directors decided to forego any increase in 2020.

The last rental increase was 3.5% implemented on July 1, 2018.

This 4% increase is not retroactive and is required to cover the increased operating costs, including insurance and ongoing maintenance.

Best regards,

Don Delaney

Chairman of the Board

12720 - 111 Avenue
Edmonton, Alberta
T5M 3X3

Phone: 780-452-4444
Fax: 780-452-7567
www.standrewscentre.com

Alberta State Public Health Emergency

A reminder that as of December 8th, 2020 Alberta has declared a state of public health emergency. Mandatory restrictions are in place provincewide and will continue until Jan. 12, 2021 when the situation is reassessed. These restrictions apply to all Albertan's and if you violate a public health order you may be subject to a \$1000.00 fine. You may access information directly from the Alberta government at <https://www.alberta.ca/enhanced-public-health-measures.aspx>

Illness Reporting

In the event you should feel unwell outside of normal circumstances for your health conditions we kindly remind you that you must:

- **Immediately isolate yourself in your suite**
- **Notify the main office, please speak directly with Wanda if available**

Depending on the nature of the illness and the information presented, a decision will be made as to initiating a site COVID investigation. Please note that anyone can complete the online self-assessment form through the Alberta Government to determine if you should receive testing and/or book a test, however the Centre is able to assist with booking on site testing if needed.

Please immediately report new onset symptom(s) of:

- cough
- fever
- shortness of breath
- runny nose
- sore throat

Other symptoms may include: stuffy nose, painful swallowing, chills, headaches, muscle/joint aches, feeling unwell/fatigue, nausea/vomiting/diarrhea/unexplained loss of appetite, loss of taste or smell and pink eye.

Site Investigations for COVID 19

When a resident or staff member reports a symptom/symptoms or has direct contact with an individual who has tested positive for COVID 19 it is the responsibility of the Centre to follow Alberta Health procedures for initiating a site investigation. This process involves declaring appropriate information to the applicable agencies and arranging for testing to be completed. We attempt to make the process for all individuals involved as quick and easy as possible. At times you may witness an Alberta Health employee donned in personal protective gear on site to complete testing. I want to stress to all residents that this should not be a cause for alarm but rather a reassurance that we are doing all we can to protect our residents and the community.

If we receive confirmation of a positive COVID test in our facility ALL RESIDENTS will be notified immediately, and an outbreak disclosure will be issue on our website in a timely manner. No personal information will be given however up to date information, instructions, guidelines regarding outbreak measures, testing, active and recovered cases will be issued.

Vaccine News

We have not received word yet on when vaccines will be offered in our community. With the approval of the Moderna vaccine in Canada we are hoping to have news shortly. Alberta Health is responsible for COVID-19 vaccine policy setting, purchase, and allocation of the vaccine. Alberta Health Services is responsible for administering the COVID-19 vaccine as part of the provincial immunization program. As you start to prepare for vaccination you can anticipate a delivery method similar to what you have experienced with past annual flu vaccinations. A resident will need to consent to receive the vaccine prior to getting the vaccine.

Changes to Account Charges

If you want to make any bank account changes involving your monthly rent, meal or services packages, etc please inform the main office no later than the **20th of every month** to have the changes effective the 1st of the following month.

Cancellation notice for meal, cleaning and/or laundry services, parking and storage rental must be given at least 30 days prior to the beginning of the month. Otherwise, no refunds will be issued.

Reminder from the Finance Office

Using your DEBIT CARD or a CREDIT CARD is the preferred method when paying your invoices. Handling cash & cheques poses a risk of covid-19 transmission for the staff and residents. The main office would also like to limit going to the bank.

TELUS Offer

TELUS has launched Mobility for Good for Seniors, a national program that provides low-income seniors with access to a free phone and subsidized data plan.

TELUS is providing seniors receiving the Guaranteed Income Supplement (GIS) access to:

- A free smartphone
- A \$25/month plan that includes unlimited nationwide talk and text and 3GB of data
- Contract-free; seniors can cancel at any time without incurring additional fees

Seniors who receive the GIS from the federal government are eligible for Mobility for Good for Seniors.

To sign up, program participants are required to provide proof of receiving the GIS benefit, after which they will receive a unique code. Additional details and instructions on how to apply are available at telus.com/mobilityforgood.

St. Elizabeth Seton Catholic School

Any residents wishing to express a written word of thanks to the children of St. Elizabeth Seton School who provided Christmas wishes to all the residents at the Centre may bring their note, card, letter, etc to the main office by Jan.15, 2021 and the Centre will deliver the items to the school.

Indoor Designated Visitors

As you are aware the rise in COVID 19 case numbers in the Edmonton Zone has become quite disturbing. Many residents have expressed their concerns in the escalation of risk to our internal population. As a facility we actively review our safe visiting policy to ensure that we are meeting the guidelines of the CMOH and the risk of our community. Given the increased risk of COVID 19 entering our site we have been instructed by the CMOH to review our safe visiting policy and ensure that we enforce the following measure:

- ONLY designated visitors will be allowed access within the site to visit residents. **We have granted lenient access in circumstances such as furniture delivery, etc. these past few weeks however we can no longer support this and ask for your cooperation in postponing all non-urgent matters.**

This restriction will not apply to healthcare professionals supporting a resident's wellness with bringing in aide equipment, delivering medications, etc.

Please be reminded of the following guidelines for all designated/support persons:

- Visitors must be 18 years of age or older.
- Complete health screening (including a temperature check).
- Wear a mask continuously.
- Sanitize their hands upon entry and exit.
- Visitors must only visit with the resident they are supporting and go directly to the resident's suite. Should you wish to order a meal from the Café we encourage this to be done by telephone and delivery service only at 587-525-8718.
- Designated Visitors **cannot spend the night** in residents' suites unless they have received the consent of management for extenuating circumstances.
- Designated visitors **must not enter through the Side West Parking Lot Entrance**. This is a pickup/drop off zone for residents only. Any resident returning from an outing via this entrance must immediately proceed to the health assessment desk to complete their health screening check upon their return.
- Designated visitors are not interchangeable to allow visitors into the Centre and a resident's suite for casual visits. Designated visitors are individuals who offer a resident consistent support in the areas of activities of daily, finance, etc.

Designated visitors are asked to review their own need to be physically present to support a loved one to reduce the amount of times they enter our facility and to be accountable of the potential risk they bring entering our community.

IPAD for Resident Use

The Town of Morinville graciously donated an iPad for use by our residents. We are still in the process of setting it up, but it will be available for residents to use for tech connections via

zoom chats with their family and friends. Please see the main office to book your slot for use of this equipment after January 6th. Assistance for use can be provided if required.

Resident Health Screening

We continue to follow the direction of AHS, for the safety of our population, that residents physically leaving the facility for outings, appointments, errands must be screened upon returning. Please proceed to the main lobby screening station upon returning from all outings.

Residents should be limiting outings to essential services only (ex: medical appointments, groceries, etc.)

As indicated on the front page in Wanda's greetings in the December newsletter any resident who leaves the facility for indoor social gatherings will be subject to 14 days of isolation upon their return to the Centre.

Due to the increase of outbreaks in acute care hospitals any resident admitted to hospital will require 14 days of isolation upon their return. Emergency room visits may require an isolation period as well- please contact the main office upon your return.

Thank you for your cooperation and understanding.

Garden Café

The Garden Café will celebrate Ukrainian Christmas on Tuesday Jan.7, 2021 with a special supper meal. Please watch for poster updates as to menu items and cost.

The entire food service department extends their gratitude for your ongoing support and patience that has been required in their service delivery methodology.

Update from Hospitality

Our housekeeping services (laundry and suite cleaning) are available in house and can be booked for a single visit, scheduled cleaning, or on-going service. We realize some residents have outside supports normally coming into the Centre. We are not permitting any non-essential supports into the building, until further notice. Hospitality has current availability and are happy to discuss your needs. Should you need some supports from our hospitality department, please contact Tess at 587-525-8714.

211 Seniors Information Line

There are many organizations in Edmonton that serve seniors. You can now call one number to be connected to programs, services, and resources in the community. Next time you have a question about resources and supports for seniors, call the Seniors Information Phone Line (211).

The 211 Information and Referral Specialist will direct callers to appropriate programs and services in the community.

If the caller requires additional support, the call will be transferred over to an outreach worker at one of several senior service agencies in Edmonton.
However, if you see someone in distress (mental health, shelter, and intoxication) call 2-1-1 and press 3 for 24/7 Crisis Division.

Golden Exercise – for Men and Women

PLEASE NOTE THAT THIS PROGRAM WILL RESUME WHEN RESTRICTIONS HAVE BEEN LIFTED BY THE ALBERTA GOVERNMENT

Capacity is limited to 15 but you can usually find an empty chair. Newcomers will not find it demanding as the program has been designed for seniors and most of the exercises can be done sitting or standing

Where? Auditorium

When? Tuesdays at 10 am & Fridays at 2 pm.

Starting in January 2021 Tuesday and Friday sessions will take place starting at 10 am.

Special Touch Hair Salon

Please be aware that the Salon will be closed until the current health restrictions are lifted by the Alberta Government.

Hair salon services are available. All appointments must be booked by calling 780-452-1105.

For the health and safety of our residents. You are required to do the following:

Bring and wear a mask for your appointment

Sanitize your hands prior to going to the salon and immediately following your service

Please arrive ONLY 5 minutes prior to your appointment to ensure proper social distancing

Pharmacare / Tuck Shoppe/ Care RX- Special Message

At this time, it is undetermined as to when the Tuck Shoppe will reopen.

We will keep a focused eye on the current health situation and your safety. When we do open, we will have certain protocols in place and kindly ask for your patience and understanding during this time.

Hope to see you soon! Rian

Library News

The library will be reopen after Jan.6, 2021 as per the previous schedule with the addition of Saturday evenings to the regular schedule starting Jan.9, 2021 opening from 5:30pm- 7pm.

CO~OP Taxi

For residents of St. Andrew's Centre, a 10% discount on Coop Taxi coupons. The number to call is 780.425-0954 (Beatrix) and it can be purchased by credit card, cheque, or cash. Co-op will deliver the coupons to our building.

Farmers Market as an Essential Service

The Farmers Market will take a much-deserved break for the month of January and into February. They will notify us when they are ready to return which may be subject to health restrictions dependent on what is transpiring in the Edmonton and Alberta community.

The Vendors of the market thank St. Andrews residents for their continued support!

A special **“Thank- You”** to Hazel from the farmers market for providing all the residents a Christmas treat that was placed in your mailbox on December 23, 2020.

Have something to share?

Please submit any content for the newsletter, including tidbits and stories to rebecca@standrewscentre.com. All submissions must be received by January 28th, 2021 for our February newsletter. We reserve the right to edit all submissions.

Frequent Reminders for All Residents

Tenant Insurance Policy Updates

We would like to thank the residents who have submitted a copy of their Tenant Insurance Policy to the office. For those who have yet to submit a copy of their insurance, please remember to do so as soon as possible. Please note, residents with Tenant Insurance policies expiring this month, please submit a copy of the renewed policy.

Wellness Cupboard and Grocery Needs

We continue to offer this resident support to those who need it. If you have an unmet need, please come to the main office and let us know.

Absence from the Centre

A reminder to please notify the main office if you will be going away on vacation or leaving the Centre overnight and when you return. We keep our away list updated in case a Centre wide emergency should arise. In the event you are taken to hospital, we ask that you or a family member/friend notify the office ASAP. Please inform the office when you are back from the hospital.

If you are going to be away 3 weeks or longer, please come to the office to sign a consent for maintenance/office staff to gain access to your suite to monitor for water leaks, backflows and to flush toilets and run taps while you are away.

****please note that this is a general process announcement however COVID 19 restrictions are in place. Please contact the main office for details regarding leaving the Centre for overnight or extended absence stays as guidelines change often****

Maintenance Work Orders

To reduce the volume of foot traffic in the atrium and office, we would ask that you call in your work orders 587-525-8707 and speak directly to our Main Office staff, Monday through Friday. On the weekends, please call 780-452-4444 and speak with security personnel.

Parcels/Package Deliveries/Medication Delivery

All deliveries must be received at the front screening station in the main lobby. The building is not open to the public. As we have limited staff coverage on the weekends, please schedule your deliveries from Monday to Friday from 8:00 to 4:00 p.m. You can collect said deliveries at the Main Office or at the front screening station during business hours.

Information on the Monthly Testing of Generator System

As a part of our monthly building maintenance program we test the generator system to ensure it will perform as designed in the event of an emergency.

We have a regular scheduled date for the generator to be tested on the 7th of each month between 2pm-3pm.

If the 7th falls on a Friday, we defer the test to the following Monday in the event we notice problems and need to contact the appropriate technicians to fix the issue. The load tests are 60 minutes in length as directed by the Canadian Standards Association.

During this load test, one elevator will run per side on each tower. When we go from city power to generator power, the software in the elevators will take 30-45 seconds to read what is happening, this will engage the elevators to run on emergency power.

This will create an expected delay and therefore if you are in the elevator please do not panic, you are not trapped, and the elevators will proceed to the main floor when the generator resumes operations. To avoid experiencing this situation we ask that you kindly avoid using the elevator on those dates and times if possible.

Canada Post Mail -Unwanted Flyers

If you would no longer like the flyers delivered by Canada Post, please see the main office for a sticker requesting no unaddressed mail be left in your mailbox.

Recycling Concerns

We have continued to experience fines for incorrect items placed in the green recycle bin which has resulted in a costly expense to the Centre. The outdoor green collection bin has been locked by our service provider to reduce incorrect items from being discarded in this bin. **Only paper products and broken-down boxes can be disposed of in this bin, through the delivery slot.** Thank you for your cooperation in this matter. Should we continue to experience problems with this bin the recycle program will be discontinued and the green bin removed indefinitely.

Unfortunately, you must discard your cans, bottles, etc. into the regular garbage

Designated Emergency Parking

A reminder to all residents and visitors, there is NO PARKING in the emergency vehicle parking area in the front of our building. Please be mindful of the handicap parking spaces provided.

Resident Community Committee Meeting Minutes- nothing to report as this meeting was cancelled in December to decrease the risk of unknown community transmission of COVID 19.

Next meeting: January 20, 2021 at 1:30pm in the Father Irwin Room. Please register your attendance in advance as we will be unsure of restrictions until after Jan.12, 2021.

PHONE DIRECTORY FOR ST. ANDREW'S CENTRE

Please keep for future reference

Marilou 587 525 8707

Front Desk

For Work Orders

If you are going to be away from the Centre

Wanda 587 525 8708

Chief Operating Officer

Tess 587 525 8714

Hospitality Manager

To book Housekeeping/Laundry, Guest Suites

Meeting/Function Rooms

Garden Café 587 525 8718

To order food for delivery or inquiry about the Cafe

Melodie 587 525 8709

Finance Manager

Account Billing and Finance Questions

Patricia 587 525 8710

Accounts and Housing Administrator

Suite Questions, Internal Moves, Notice to Vacate

Move out check

Rebecca 587 525 8713

Community Development Specialist

Newsletters submissions, Questions about Centre

Programming

Security 780 452 4444

Monday to Friday 4:00pm – 8:00 am

Weekends & Statutory Holidays Available 24 hours per day

MEDICAL EMERGENCIES CALL 911

St. Andrew's Centre

*Please note these programs or activities may be cancelled without notice given the worldwide pandemic.

January

St. Andrew's Centre

2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1					1	2
3	4	5	6	7	8	9
10	11	12	13 WHIST@6pm	14 Shuffleboard @2pm Bridge@ 6pm	15 Golden Fitness 10am Movie night@7pm	16
17	18 Shuffleboard @2pm CRIB@630pm	19 Golden Fitness@10am	20 RCC Meeting *must register 130pm WHIST@6pm	21 Shuffleboard @2pm Bridge@ 6pm	22 Golden Fitness 10am Movie night@7pm	23
24/31	25	26	27	28	29	30